

Microcomputer Technician

Group: End User Support and Services

FUNCTION OF THE JOB

Under supervision, to perform work involving the installation, operation, and maintenance of microcomputer hardware and software; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Responsible for the evaluation and resolution of microcomputer related technical problems escalated from the Help Desk.
2. Responsible for assisting in the resolution for all microcomputer related problems escalated to the Systems Technology Group.
3. Participate in various small and large microcomputer software and technical projects that span several County departments.
4. Responsible for configuring software to be ready for distribution via County remote distribution software.
5. Responsible of the IS PC/Laptop/Printer installations and inventory.
6. Responsible for creating new PC/Laptop and printer specifications, configurations and images.
7. Responsible for organizing and categorizing all images on the network server.
8. Prepares and maintains detailed records, reports, and microcomputer documentation.
9. Establishes and maintains effective working relationships with co-workers, employees at all levels of the County, and vendors.
10. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Demonstrated knowledge of Novell NetWare and advanced networking principles.
2. Demonstrated knowledge of NT.
3. Demonstrated knowledge of PC workstations – A+ certification preferred.
4. Knowledge of MS-Office 97 and 2000
5. Knowledge of Window NT 4 and 2000
6. Demonstrated ability to effectively and professionally communicate in writing
7. Demonstrated ability to effectively and professionally communicate orally.
8. Demonstrated ability to gather and organize information and materials to be used by other microcomputer technicians, Network Technicians, or Management personnel.
9. Ability to organize, prioritize, and carry out work without direct supervision.
10. Ability to solve complex technical problems without direct supervision.
11. Ability to work effectively and collaboratively with Microcomputer Technicians, Network Technicians, End Users, Outside Contractors, Managers and the public.
12. Ability to work a flexible schedule, when necessary.

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Training and Experience

1. High school graduation or GED equivalent
2. Two (2) years of progressively responsible work experience in technical support of microcomputer hardware.
3. Post high school education from a recognized technical school, college or university in computer science, management information systems or a related area may be substituted for the required work experience on a year-for-year basis.